

Responsible Office: Office of Headquarters Operations
Subject: Code C Support Services Contract Management



Office of Headquarters Operations

Office Work Instruction

Code C Support Services Contract Management

Approved by: (Original Signed By)
Michael D. Christensen
Associate Administrator for Office of Headquarters Operations

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DOCUMENT HISTORY LOG

| <u>Status</u> <u>(Baseline/</u> <u>Revision/</u> <u>Canceled)</u> | <u>Document</u> <u>Revision</u> | <u>Effective</u> <u>Date</u> | <u>Description</u> |
|--|------------------------------------|---------------------------------|--------------------|
| Baseline | | 12/10/99 | |
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1. Purpose

This instruction documents the procedure used by the Office of Headquarters Operations to administer the various support services contracts used to implement its mission.

2. Scope and Applicability

2.1 This Office Work Instruction (OWI) describes the procedure used to manage all support services contracts for which the Office of Headquarters Operations (Code C) is responsible.

2.2 This OWI applies to the Office of Headquarters Operations.

3. Definitions

3.1 Contract. The term "contract" as used in this document, refers to purchases made to acquire support services and conducted under the Federal Acquisition Regulations (FAR).

3.2 Contracting Officer (CO). Personnel from Code 210.H at the Goddard Space Flight Center (GSFC), appointed in accordance with the FAR, with the authority to enter into, administer, and/or terminate contracts and make determinations and findings.

3.3 Division Director. A high level manager who is in charge of one of the first level organizational elements (known as a division) within a Headquarter's office.

3.4 Contracting Officer's Technical Representative (COTR). Personnel within Code C at NASA Headquarters (or in some cases at GSFC) exercising authority and responsibility delegated by the CO. This individual represents the CO in the daily surveillance of the contractor, and provides overall technical management of the contract. COTR is required if the value of the contract exceeds \$100,000.

3.5 Technical Monitor (TM). Personnel within Code C at NASA Headquarters exercising authority and responsibility delegated by the CO or COTR. This individual represents the CO/COTR in the daily surveillance of the contractor, and provides overall technical management of the contract. A Technical Monitor is used at Headquarters in place of a COTR if the COTR is located at GSFC.

3.6 Contractor. Anyone providing services support to NASA Headquarters under a contract.

3.7 Configuration Control Board. A board composed of technical and administrative representatives who recommend approval or disapproval of proposed changes through the Service Requests.

3.8 Performance Evaluation Board. A board composed of technical and administrative representatives who establish the Performance Evaluation Plan and review the performance and establish the Award Fee to be paid.

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4. References

- 4.1 NASA Federal Acquisition Regulation Supplement (NFS) 1842.270, 1842.271
- 4.2 NASA Procedures and Guidelines (NPG)1441.1, NASA Records Retention Schedule
- 4.3 NASA Policy Directive (NPD) 3310.1, Distinguishing Between Contractor and Civil Service Functions
- 4.4 NASA On-Line Directive Information System (NODIS II) Library
- 4.5 Code of Federal Regulations (CFR)
- 4.6 NASA Form 1634 Contracting Officer Technical Representative (COTR) Delegation

And for selected contracts:

- 4.7 Equal Employment Opportunity (EEO) Complaint Processing Regulations
- 4.8 Uniform Building Code 1989
- 4.9 National Electric Code 1990
- 4.10 American National Standards Institute/National Fire Protection Association (ANSI/NFPA) 13 1991 Edition
- 4.11 Joint Committee on Printing, Printing and Binding Regulations S. Pub 101-9, 2/1990
- 4.12 Public Law, Title 44, Printing and Binding Regulations
- 4.13 NPG 1490.5A 6-97 NASA Procedures and Guidelines for Printing, Duplicating, and Copying Management
- 4.14 CFR 20-4 Graphics Standards Manual
- 4.15 NASA Management Instruction (NMI) 1383.1 Approval, Production, Distribution, and Management of Audio Visual Products and Services
- 4.16 NPD 1600.2A NASA Security Policy
- 4.17 NPD 1620.2 NASA Badging System
- 4.18 NPD 1800.2 NASA Occupational Health Program
- 4.19 NPD 1810.2 NASA Occupational Medicine Program
- 4.20 NPD 1820.1 NASA Environmental Health Program
- 4.21 NPD 8710.2B NASA Safety and Health Program Policy

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- 4.22 NASA Handbook (NHB) 2710.1 "Safety and Health Handbook, Occupational Safety and Health Program"

 - 4.23 Executive Order 12196, dated February 26, 1980, "Occupational Safety and Health Programs for Federal Employees"

 - 4.24 29 CFR Part 1960 "Basic Program Elements for Federal Employee Occupational Safety and Health Programs and Related Matters"

 - 4.25 29 CFR 1910 "Occupational Safety and Health Standards"

 - 4.26 5 CFR Administrative Personnel

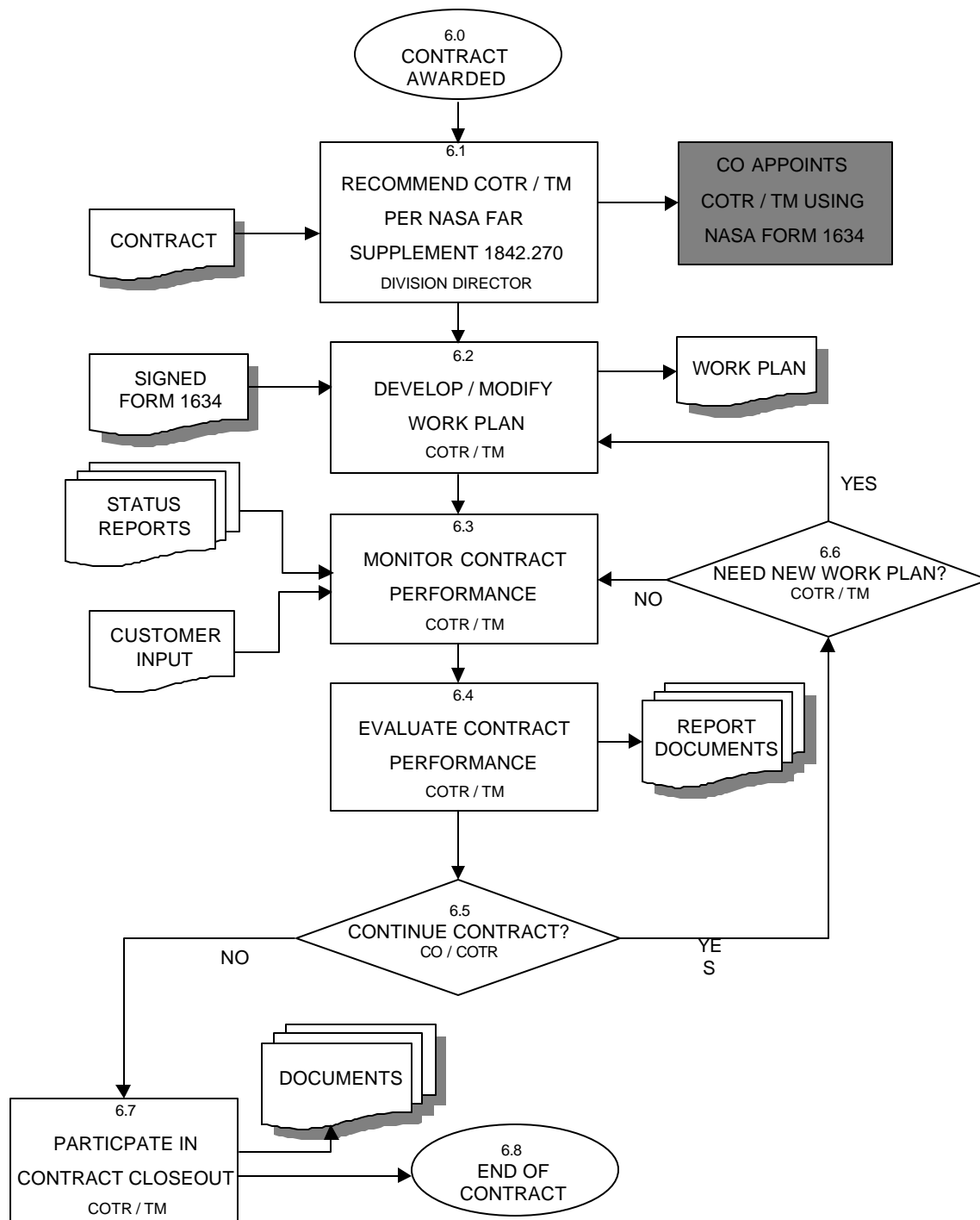
 - 4.27 5 U.S.C. 552a The Privacy Act of 1974, as amended

 - 4.28 CI-1-9905 Version 1, dated July 30, 1999, "HQ Information Technology Work Control Policy and Procedures"

 - 4.29 Executive Order 13011, dated July 16, 1996, "Federal Information Technology"

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5. Flowchart



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6. Procedure

| <u>Step</u> | <u>Actionee</u> | <u>Action</u> |
|-------------|-----------------|--|
| 6.0 | | A new contract is awarded by the Procurement Office at GSFC. |
| 6.1 | DIV. DIR. | Recommends for appointment, per NASA FAR Supplement: Clause 1842.270, a COTR or a TM for the contract. If the value of the contract exceeds \$100,000, and there is no COTR at GSFC, a COTR is appointed. If the value of the contract is less than \$100,000, or if there is already a COTR at GSFC, then a TM is appointed. |
| 6.2 | COTR/TM | Develops an initial Work Plan which tasks the contractor for specific activities to be done. This work plan is developed using the Statement of Work (SOW) from the contract and other contract quality assurance procedures as designated by the CO. If, during a contract evaluation process, it is determined that a new Work Plan needs to be developed or the existing Work Plan needs to be modified, then the revised Work Plan is developed using the same criteria. Depending on the contract, this consists of such items as Task Orders, Service Requests, Statement of Work, etc. See the Contract Matrix in Appendix for specific examples for each contract for Code C. |
| 6.3 | COTR/TM | Monitors the performance of the contractor to make sure the work is being done in accordance with the Work Plan(s) and in a timely and satisfactory manner. The monitoring process uses various inputs such as Monthly Reports from the contractor and customer feedback input to determine that the requirements of the contract are being met. Depending on the contract, this consists of reviewing 533 Reports, Monthly (or Periodic) Status Reviews, Visual Inspections, Customer responses, etc. See the Contract Matrix in Appendix for specific examples for each contract for Code C. |
| 6.4 | COTR/TM | Evaluates the performance of the contractor and recommends payment. The evaluation process uses various techniques to verify that the work has been performed according to the contract requirements and that the work is of high quality and acceptable to NASA HQ. Depending on the contract, this consists of the Award Fee Process and Issuance of the Award Fee Letter, Certifying Invoices for payment, etc. See the Contract Matrix in Appendix for specific examples for each contract for Code C. |
| 6.5 | CO/COTR | Continue Contract? If performance is satisfactory, and the contract is continuing, the previous steps (from 6.2) are repeated at regular intervals for the duration of the contract. If the contract is terminating either for cause or because it is the end of the contract period, the closeout and termination process is begun, go to 6.7. |

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|-----|---------|--|
| 6.6 | COTR/TM | Need new work plan? Based on performance of the contractor and results from the evaluation process, a determination is made, whether a revised Work Plan is needed. If so, the iterative process repeats from Step 6.3. If not, process continues with Step 6.4. The cycle repeats. |
| 6.7 | COTR/TM | Participates in the contract closeout and termination process. Provides input to the CO in order to facilitate this. This consists of verification based on the SOW and all previous evaluation periods that all contractual obligations have been met and that NASA HQ has no further claims against the contractor. Also consists of verification based on discussions with the contractor that no further claims against NASA exist from the contractor's standpoint. |
| 6.8 | | The end of the contract |

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7. Quality Records

Health and Environmental Services
Contract: NAS5-98158
HQ uses Technical Monitor

| Record Identification | Owner | Location | Record Media: Electronic or Hard Copy | Schedule Number and Item Number (NPG 1441.1) | Retention/ Disposition |
|-----------------------------|-----------|----------|--|--|---------------------------|
| Contract | CO | GSFC | HC | S: 5 I: 7A | Destroy 2 |
| Appointment Letter | CO / COTR | GSFC | HC | S: 5 I: 1F | Destroy T |
| SOW | CO | GSFC | HC | S: 5 I: 7A | Destroy 2 |
| Weekly Reports | TM | 6H70 | HC | S: 5 I: 25B | Destroy 2 |
| Monthly Status Meetings | CO | GSFC | HC | S: 5 I: 25B | Destroy 2 |
| Form 533 | CO | GSFC | HC | S: 5 I: 25B | Destroy 2 |
| Performance Evaluation Plan | CO | GSFC | HC | S: 5 I: 25A | Destroy C |
| Award Fee Report | CO | GSFC | HC | S: 5 I: 9 | Destroy 6 |

Destroy 2 = Destroy 2 years after expiration of Contract

Destroy T = Destroy upon Termination of Contract or when no longer needed

Destroy C = Destroy upon Certification of Payment or when no longer needed

Destroy 6 = Destroy 6 years after final payment

Lee Kramer and Associates
Contract: W-91512
HQ uses Technical Monitor

| Record Identification | Owner | Location | Record Media: Electronic or Hard Copy | Schedule Number and Item Number (NPG 1441.1) | Retention/ Disposition |
|--------------------------|-------|----------|--|--|---------------------------|
| Contract | CO | GSFC | HC | S: 5 I: 7A | Destroy 2 |
| SOW | CO | GSFC | HC | S: 5 I: 7A | Destroy 2 |
| EEO Counselor Report | TM | 6P11 | HC | S: 5 I: 25A | Destroy C |
| Certification of Invoice | CO | GSFC | HC | S: 5 I: 9 | Destroy 6 |

Destroy 2 = Destroy 2 years after expiration of Contract

Destroy T = Destroy upon Termination of Contract or when no longer needed

Destroy C = Destroy upon Certification of Payment or when no longer needed

Destroy 6 = Destroy 6 years after final payment

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Delany, Siegal, Zorn & Associates
Contract: W-91518
HQ uses Technical Monitor

| Record Identification | Owner | Location | Record Media: Electronic or Hard Copy | Schedule Number and Item Number (NPG 1441.1) | Retention/ Disposition |
|--------------------------|-------|----------|--|--|---------------------------|
| Contract | CO | GSFC | HC | S: 5 I: 7A | Destroy 2 |
| SOW | CO | GSFC | HC | S: 5 I: 7A | Destroy 2 |
| EEO Counselor Report | TM | 6P11 | HC | S: 5 I: 25A | Destroy C |
| Certification of Invoice | CO | GSFC | HC | S: 5 I: 9 | Destroy 6 |

Destroy 2 = Destroy 2 years after expiration of Contract

Destroy T = Destroy upon Termination of Contract or when no longer needed

Destroy C = Destroy upon Certification of Payment or when no longer needed

Destroy 6 = Destroy 6 years after final payment

Birnbaum Interpreting Service
Contract: S-96850-Y
HQ uses Technical Monitor

| Record Identification | Owner | Location | Record Media: Electronic or Hard Copy | Schedule Number and Item Number (NPG 1441.1) | Retention/ Disposition |
|--------------------------|-------|----------|--|--|---------------------------|
| Contract | CO | GSFC | HC | S: 5 I: 7A | Destroy 2 |
| SOW | CO | GSFC | HC | S: 5 I: 7A | Destroy 2 |
| Monthly Review | TM | 6O13 | HC | S: 5 I: 25B | Destroy 2 |
| Certification of Invoice | CO | GSFC | HC | S: 5 I: 9 | Destroy 6 |

Destroy 2 = Destroy 2 years after expiration of Contract

Destroy T = Destroy upon Termination of Contract or when no longer needed

Destroy C = Destroy upon Certification of Payment or when no longer needed

Destroy 6 = Destroy 6 years after final payment

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Haworth Systems Furniture
Contract: W-91501
HQ uses COTR

| Record Identification | Owner | Location | Record Media: Electronic or Hard Copy | Schedule Number and Item Number (NPG 1441.1) | Retention/ Disposition |
|---|-------|----------|--|--|---------------------------|
| Contract | CO | GSFC | HC | S: 5 I: 7A | Destroy 2 |
| Appointment Letter | CO | GSFC | HC | S: 5 I: 1F | Destroy T |
| Task Orders | COTR | 1D71 | HC | S: 5 I: 25A | Destroy C |
| Visual Inspection | COTR | 1D71 | HC | S: 5 I: 25B | Destroy 2 |
| Monthly Cost Proposal | COTR | 1D71 | HC | S: 5 I: 25A | Destroy C |
| Certification of Credit Memo / Invoice | COTR | 1D71 | HC | S: 5 I: 9 | Destroy 6 |

Destroy 2 = Destroy 2 years after expiration of Contract

Destroy T = Destroy upon Termination of Contract or when no longer needed

Destroy C = Destroy upon Certification of Payment or when no longer needed

Destroy 6 = Destroy 6 years after final payment

Dowcraft Integral Wall
Contract: W-91656
HQ uses COTR

| Record Identification | Owner | Location | Record Media: Electronic or Hard Copy | Schedule Number and Item Number (NPG 1441.1) | Retention/ Disposition |
|---|-------|----------|--|--|---------------------------|
| Contract | CO | GSFC | HC | S: 5 I: 7A | Destroy 2 |
| Appointment Letter | CO | GSFC | HC | S: 5 I: 1F | Destroy T |
| Task Orders | COTR | 1D71 | HC | S: 5 I: 25A | Destroy C |
| Visual Inspection | COTR | 1D71 | HC | S: 5 I: 25B | Destroy 2 |
| Monthly Cost Proposal | COTR | 1D71 | HC | S: 5 I: 25A | Destroy C |
| Certification of Credit Memo / Invoice | COTR | 1D71 | HC | S: 5 I: 9 | Destroy 6 |

Destroy 2 = Destroy 2 years after expiration of Contract

Destroy T = Destroy upon Termination of Contract or when no longer needed

Destroy C = Destroy upon Certification of Payment or when no longer needed

Destroy 6 = Destroy 6 years after final payment

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RSIS/Westover
Contract: NAS5-98180-Y
HQ uses Technical Monitor

| Record Identification | Owner | Location | Record Media: Electronic or Hard Copy | Schedule Number and Item Number (NPG 1441.1) | Retention/ Disposition |
|-------------------------|-------|----------|--|--|---------------------------|
| Contract | CO | GSFC | HC | S: 5 I: 7A | Destroy 2 |
| Appointment Letter | CO | GSFC | HC | S: 5 I: 1F | Destroy T |
| NASA Work Order | TM | 1B75 | HC | S: 5 I: 25B | Destroy 2 |
| Contract Service Survey | TM | 1B75 | HC | S: 5 I: 25A | Destroy C |
| Semi-Annual Report | CO | GSFC | HC | S: 5 I: 9 | Destroy 6 |

Destroy 2 = Destroy 2 years after expiration of Contract

Destroy T = Destroy upon Termination of Contract or when no longer needed

Destroy C = Destroy upon Certification of Payment or when no longer needed

Destroy 6 = Destroy 6 years after final payment

Washington Professional Systems
Contract: W-91622
HQ uses COTR

| Record Identification | Owner | Location | Record Media: Electronic or Hard Copy | Schedule Number and Item Number (NPG 1441.1) | Retention/ Disposition |
|------------------------|-------|----------|--|--|---------------------------|
| Contract | CO | GSFC | HC | S: 5 I: 7A | Destroy 2 |
| Appointment Letter | CO | GSFC | HC | S: 5 I: 1F | Destroy T |
| SOW | COTR | 1B75 | HC | S: 5 I: 7A | Destroy 2 |
| Quarterly Inspection | COTR | 1B75 | HC | S: 5 I: 25B | Destroy 2 |
| Product Service Report | COTR | 1B75 | HC | S: 5 I: 9 | Destroy 6 |

Destroy 2 = Destroy 2 years after expiration of Contract

Destroy T = Destroy upon Termination of Contract or when no longer needed

Destroy C = Destroy upon Certification of Payment or when no longer needed

Destroy 6 = Destroy 6 years after final payment

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NASA IR&MS Support Services
Contract: NASW-4962
HQ uses COTR

| Record Identification | Owner | Location | Record Media: Electronic or Hard Copy | Schedule Number and Item Number (NPG 1441.1) | Retention/ Disposition |
|-----------------------------|-------------------------------|----------|--|--|---------------------------|
| Contract | CO | GSFC | HC | S: 5 I: 7A | Destroy 2 |
| Appointment Letter | CO | GSFC | HC | S: 5 I: 1F | Destroy T |
| Task Orders | CO | GSFC | HC | S: 5 I: 25A | Destroy C |
| Service Request | CCB Chair | CY69 | HC | S: 5 I: 25B | Destroy 2 |
| Daily Status Meeting | COTR | 6W72 | HC | S: 5 I: 25B | Destroy 2 |
| Monthly In-Depth Meeting | COTR | 6W72 | EC | S: 5 I: 25B | Destroy 2 |
| Quarterly Status Review | Prgm Mgmt Council Chair | 4V13 | HC | S: 5 I: 25B | Destroy 2 |
| Form 533 | COTR | 6W72 | HC | S: 5 I: 25B | Destroy 2 |
| Performance Evaluation Plan | CO | GSFC | HC | S: 5 I: 25A | Destroy C |
| Award Fee Report | COTR | 6W72 | HC | S: 5 I: 9 | Destroy 6 |

Destroy 2 = Destroy 2 years after expiration of Contract

Destroy T = Destroy upon Termination of Contract or when no longer needed

Destroy C = Destroy upon Certification of Payment or when no longer needed

Destroy 6 = Destroy 6 years after final payment

NCI Information Systems, Inc.
Contract: NASW-4974
HQ uses COTR

| Record Identification | Owner | Location | Record Media: Electronic or Hard Copy | Schedule Number and Item Number (NPG 1441.1) | Retention/ Disposition |
|-----------------------|-------|----------|--|--|---------------------------|
| Contract | CO | GSFC | HC | S: 5 I: 7A | Destroy 2 |
| Appointment Letter | CO | GSFC | HC | S: 5 I: 1F | Destroy T |
| SOW | CO | GSFC | HC | S: 5 I: 7A | Destroy 2 |
| Daily Status | COTR | 1B81 | HC | S: 5 I: 25B | Destroy 2 |
| Monthly Reports | COTR | 1B81 | HC | S: 5 I: 25B | Destroy 2 |
| Form 533 | COTR | 1B81 | HC | S: 5 I: 25B | Destroy 2 |
| Award Fee Report | COTR | 1B81 | HC | S: 5 I: 9 | Destroy 6 |

Destroy 2 = Destroy 2 years after expiration of Contract

Destroy T = Destroy upon Termination of Contract or when no longer needed

Destroy C = Destroy upon Certification of Payment or when no longer needed

Destroy 6 = Destroy 6 years after final payment

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Security Services
Contract: NASW-4977
HQ uses COTR

| Record Identification | Owner | Location | Record Media: Electronic or Hard Copy | Schedule Number and Item Number (NPG 1441.1) | Retention/Disposition |
|-------------------------|-------|----------|---------------------------------------|--|-----------------------|
| Contract | CO | GSFC | HC | S: 5 I: 7A | Destroy 2 |
| Appointment Letter | CO | GSFC | HC | S: 5 I: 1F | Destroy T |
| SOW | CO | GSFC | HC | S: 5 I: 7A | Destroy 2 |
| Renewal Notice | CO | GSFC | HC | S: 5 I: 25A | Destroy C |
| Blotter | COTR | 1D51 | EC | S: 5 I: 9 | Destroy 6 |
| Payment Voucher | COTR | 1D51 | HC | S: 5 I: 9 | Destroy 6 |
| Closeout from NASW-4977 | CO | GSFC | HC | | |

Destroy 2 = Destroy 2 years after expiration of Contract

Destroy T = Destroy upon Termination of Contract or when no longer needed

Destroy C = Destroy upon Certification of Payment or when no longer needed

Destroy 6 = Destroy 6 years after final payment

Kelley Heating Ventilation and Air Conditioning
Contract: NASW-5045
HQ uses COTR

| Record Identification | Owner | Location | Record Media: Electronic or Hard Copy | Schedule Number and Item Number (NPG 1441.1) | Retention/Disposition |
|--------------------------|-------|----------|---------------------------------------|--|-----------------------|
| Contract | CO | GSFC | HC | S: 5 I: 7A | Destroy 2 |
| Appointment Letter | CO | GSFC | HC | S: 5 I: 1F | Destroy T |
| Contract Specs | CO | GSFC | HC | S: 5 I: 7A | Destroy 2 |
| Task Orders | CO | GSFC | HC | S: 5 I: 25A | Destroy C |
| Contract Renewal Notice | COTR | 1B52 | HC | S: 5 I: 25A | Destroy C |
| Certification of Invoice | COTR | 1B52 | HC | S: 5 I: 9 | Destroy 6 |

Destroy 2 = Destroy 2 years after expiration of Contract

Destroy T = Destroy upon Termination of Contract or when no longer needed

Destroy C = Destroy upon Certification of Payment or when no longer needed

Destroy 6 = Destroy 6 years after final payment

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Unit Price Agreement
Contract: W-91539
HQ uses COTR

| Record Identification | Owner | Location | Record Media: Electronic or Hard Copy | Schedule Number and Item Number (NPG 1441.1) | Retention/ Disposition |
|---------------------------------|-------|----------|--|--|---------------------------|
| Contract | CO | GSFC | HC | S: 5 I: 7A | Destroy 2 |
| Appointment Letter | CO | GSFC | HC | S: 5 I: 1F | Destroy T |
| Task Orders | COTR | 1C66 | HC | S: 5 I: 25A | Destroy C |
| Certification of Task Orders | COTR | 1C66 | HC | S: 5 I: 9 | Destroy 6 |
| Certification of Invoice | COTR | 1C66 | HC | S: 5 I: 9 | Destroy 6 |

Destroy 2 = Destroy 2 years after expiration of Contract

Destroy T = Destroy upon Termination of Contract or when no longer needed

Destroy C = Destroy upon Certification of Payment or when no longer needed

Destroy 6 = Destroy 6 years after final payment

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APPENDIX A

Office of Headquarters Operations Support Services Contract Management Process Contract Matrix

| Contract Name | Version Number | Work Plan | Contract Monitoring | Contract Evaluating |
|-------------------------------------|----------------|---------------------------------|---|---|
| Health and Environmental Services | Baseline | SOW | Weekly Reports Monthly Status Mtg. Form 533 | Perf. Eval. Plan Award Fee Report |
| Lee Kramer and Associates | Baseline | SOW | EEO Counslr Report | Cert. of Invoices |
| Delany, Siegal, Zorn & Associates | Baseline | SOW | EEO Counslr Report | Cert. of Invoices |
| Birnbaum Interpreting Service | Baseline | SOW | Monthly Reviews | Cert. of Invoices |
| Haworth Systems Furniture | Baseline | Task Orders | Visual Inspections Customer Input Monthly Cost Propsls | Cert. of Credit Memo Cert. of Invoices |
| Dowcraft Integral Wall | Baseline | Task Orders | Visual Inspections Customer Input Monthly Cost Propsls | Cert. of Credit Memo Cert. of Invoices |
| RSIS/Westover | Baseline | NASA Work Order | Contr. Serv. Survey Customer Input | Semi-Annual Rept. |
| Washington Professional Services | Baseline | SOW | Quarterly Inspection | Product Service Rept |
| NASA IR&MS Support Services | Baseline | Task Orders Service Requests | Daily Status Mtg. Monthly In-Depth Mtg. Customer Input Qtrly Status Review Form 533 | Perf. Eval. Plan Award Fee Report |
| NCI Information Systems, Inc. | Baseline | SOW | Daily Status Report Monthly Task Report Customer Input Form 533 | Award Fee Report |
| Security Services | Baseline | SOW | Renewal Notice Blotter | Payment Voucher |
| Kelley Heat. Vent. & Air Condition. | Baseline | Contract Specs. Task Orders | Renewal Notice | Cert. of Invoices |
| Unit Price Agreement | Baseline | Task Orders | Cert. of Task Orders | Cert. of Invoices |

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APPENDIX B

Office of Headquarters Operations Support Services Contract Management Process COTR / TM Matrix

| Contract Name | Contract Number | HQ COTR / TM | Location | Phone |
|-------------------------------------|-----------------|---|--------------|----------------------|
| Health and Environmental Services | NAS5-98158 | Cherie Zieschang | 6H70 | 358-1569 |
| Lee Kramer and Associates | W-91512 | Kim Carter (COTR) Chris Rodriguez (TM) | 6P23 6O13 | 358-1387 358-0950 |
| Delany, Siegal, Zorn & Associates | W-91518 | Kim Carter (COTR) Chris Rodriguez (TM) | 6P23 6O13 | 358-1387 358-0950 |
| Birnbaum Interpreting Service | S-96850-Y | Kim Carter (COTR) Chris Rodriguez (TM) | 6P23 6O13 | 358-1387 358-0950 |
| Haworth Systems Furniture | W-91501 | John Stumpf | 1D72 | 358-1242 |
| Dowcraft Integral Wall | W-91656 | John Stumpf | 1D72 | 358-1242 |
| RSIS/Westover | NAS5-98180 | Ron Hoffman | 1B75 | 358-1596 |
| Washington Professional Services | W-91622 | Ron Hoffman | 1B75 | 358-1596 |
| NASA IR&MS Support Services | NASW-4962 | Ed Brimberg | 6W72 | 358-1334 |
| NCI Information Systems, Inc. | NASW-4974 | Janie Pratte | 1B81 | 358-1612 |
| Security Services | NASW-4977 | Steve Peyton | 1D51 | 358-0191 |
| Kelley Heat. Vent. & Air Condition. | NASW-5045 | Ed Hurley | 1B52 | 358-0698 |
| Unit Price Agreement | W-91539 | Judy Jackson | 1C66 | 358-0212 |